

# Privacy Policy

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## **Policy:**

Peterborough Family Resource Centre is committed to protecting the privacy of the personal information of its staff, clients, volunteers and donors maintaining the confidentiality of their personal information. Personal information may be provided to us through participant intake forms, volunteer registration form, clinical databases collected by midwifery practices, donations, correspondence or other forms of communication.

Peterborough Family Resource Centre will not use, share or disclose personal information not needed for one of the identified purposes, without obtaining consent from the participant/client, volunteer or donor, respecting the confidentiality of such information.

(Express written or oral consent as obtained through an application process or consent as provided by an authorized representative such as a legal guardian or power of attorney).

## **Purpose:**

Under the Federal Privacy Act (FIPPA), represented in Ontario as PIPEDA " Personal Information, Protection and Electronic Documents Act" and PHIPA, "Personal Health Information Act", the Peterborough Family Resource Centre is required to have a Privacy Policy to describe our use and protection of personal information.

Such information may be recorded for the purpose of registering and determining suitability of volunteers, registering participants for services, administering a health service, processing and receipting a donation, responding to information requests, complying with Policies and Procedures of the agency.

The Model Code for the Protection of Personal Information forms the backbone of the PIPEDA and PHIPA. The code was developed by the Canadian Standards Association and contains 10 principles to be respected. (Appendix)

## **Procedure:**

1. All participant/client intake forms, volunteer application forms and pledge/donation forms shall include a reference to our policy:
2. "Peterborough Family Resource Centre is committed to protecting the privacy and confidentiality of your personal information. The information you provide us may be used to assist in determining eligibility for service, suitability for volunteer position, proper administration and acknowledgement of your donation, to issue tax receipts and to fulfill your information requests"
3. All personal health information collected by midwifery practices are subject to the privacy policy of the relevant midwifery practice, and consents will be obtained thereby.

4. This policy will be posted to our website and made available to all staff, participants and volunteers.
5. Peterborough Family Resource Centre strives to ensure that the personal information on file is as accurate and up-to-date as necessary for Identified Purposes for which it is to be used.
6. Personal information is retained only as long as necessary to effectively provide services to participants or volunteer opportunities to volunteers, and for a reasonable length of time, in order to meet any potential obligations or legal or government requirements. In the case of donors, personal information is retained only as long as it is needed to process and receipt a donation, recognize a contribution and respond to information requests as required by law.

### **PRIVACY OFFICER**

Peterborough Family Resource Centre's Privacy Officer shall be the Chief Executive Officer. The Privacy Officer is responsible for ensuring that the Privacy Legislation is complied with through the ongoing review of our information systems and procedures. Peterborough Family Resource Centre will not provide or share any Personal Information with third parties unless:

1. We have consent or are authorized in writing by the client, volunteer or donor to do so;
2. The information is necessary to process a donation or;
3. Is required by law.

Peterborough Family Resource Centre shall use care when storing or destroying personal information in order to prevent unauthorized access.

### **PETERBOROUGH FAMILY RESOURCE CENTRE WEB SITE**

If information practices change at some time in the future, policy changes will be posted to the web site to notify of these changes and provide the ability to opt out of these new uses. The privacy practices for the various activities are regularly reviewed, and the policy updated. Interested parties should check this website on an on-going basis for information on our most up-to-date practices. [www.pfrc.ca](http://www.pfrc.ca)

### **DISCLAIMER / LINKS**

The text of the Peterborough Family Resource Centre disclaimer is as follows:

"External web site links (and organizations) listed in this and other sections of our web site are operated or created by or for organizations external to Peterborough Family Resource Centre. Those organizations are solely responsible for the operation and information found on their respective web sites. The linking to or from our site does not imply any endorsement or guarantee of any of the organizations or information found on their respective Web sites. In visiting any of these linked sites (or contacting these organizations), you agree and acknowledge that Peterborough Family Resource Centre does not have any responsibility and / or liability whatsoever in the content of the linked websites, or for any damages which you might incur in connection with the use of these sites or contact with these organizations.

Peterborough Family Resource Centre does not assume any liability for the linking of these web sites (and organizations), the operation or content of any of the linked web sites, nor for any of the information, interpretation, comments or opinions expressed on them. Any comments or inquiries regarding content of the linked web sites are to be directed to the particular organization operating the site. We strive to ensure our links and resource information is as up-to-date as possible. Please email us if any links fail to operate properly or contact information is incorrect.

If you have any questions about the privacy policy please feel free to contact:  
Privacy Officer, Peterborough Family Resource Centre, 201 Antrim Street, Peterborough, ON  
K9H 3G5. [administrator@pfrc.ca](mailto:administrator@pfrc.ca)

## **SUMMARY OF THE 10 PRINCIPLES OF PETERBOROUGH FAMILY RESOURCE CENTRE CODE FOR THE PROTECTION OF PERSONAL INFORMATION November 2006**

1. **ACCOUNTABILITY:** We have designated a Privacy Officer who is accountable for our compliance with the principles of the Code.
2. **IDENTIFYING PURPOSES:** Before or at the time we ask for your personal information, we will identify the purpose for which it will be used or disclosed.
3. **CONSENT:** We require your knowledge and consent for the collection, use, or disclosure of personal information.
4. **LIMITING COLLECTION:** The collection of personal information is limited to only the purposes we've identified to you.
5. **LIMITING USE, DISCLOSURE, AND RETENTION:** We will only use or disclose your personal information with your consent (or as required by law). And we will retain your information as long as necessary to fulfill identified purposes.
6. **ACCURACY:** We will keep your information accurate, complete, and up-to-date.
7. **SAFEGUARDS:** We will protect your personal information with appropriate security safeguards.
8. **OPENNESS:** We will make specific, understandable information readily available to you about our personal information policy and practices.
9. **INDIVIDUAL ACCESS:** When you request it, we will give you access to the existence, use, and disclosure of your information. You are entitled to question its accuracy and completeness, and its uses.
10. **CHALLENGING COMPLIANCE:** You are entitled to question the Privacy Officer about our compliance with any of these principles.